

# Communications Officer-Communication's Center

(Administrative Services Division-M.S.B)

**SALARY GRADE: 13**

**JOB SUMMARY:** This position is responsible for the receiving of calls for assistance from the public and Columbia County Sheriff's Office (CCSO) personnel via the telephone and occasional walk-ins, and the subsequent dispatching of CCSO personnel to individual cases.

**CHAIN COMMAND:** This position answers to a Supervisor of Radio Operations (SRO).

## **CRITICAL RESPONSIBILITIES/DUTIES:**

- Answers emergency and non-emergency telephone calls.
- Obtains complete and accurate information from callers concerning calls for service.
- Dispatches CCSO personnel to calls for service.
- Maintains the Note File in the CAD.
- Maintains radio contact with CCSO personnel.
- Assists CCSO personnel in providing necessary information when requested, to include:
  - Tag checks
  - Warrant/wanted checks
  - License checks
- Enters information into computer systems.
- Performs other related duties as needed.
- GCIC entry and inquiry fields

## **KNOWLEDGE OR SPECIAL SKILLS REQUIRED FOR THIS POSITION:**

- Knowledge of the geography and roads of the county.
- Knowledge of applicable radio codes.
- Knowledge of general police law enforcement procedures.
- Skills in oral and written communication.
- Skills public relations.
- Skills computer operation.
- Must be able to perform multi-tasks.

## **MINIMUM QUALIFICATIONS:**

- Holds current Georgia P.O.S.T. Communications Officer certification or is able to attain certification.
- Must be able to successfully pass any and all drug screenings.
- Must be GCIC certified or able to attain this certification.

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Print Name

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Employee Signature

Employee #

Date